



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2007

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$130.24	\$105.14	\$178.41	\$413.79
B. Number of credits issued for repairs - 24 - 48 hours	19	22	21	62
C. Number of credits issued for repairs - 48 - 72 hours	3	4	1	8
D. Number of credits issued for repairs - 72 - 96 hours	0	2	1	3
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	1	0	1	2
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$645.01	\$645.00	\$820.00	\$2,110.00
B. Number of installations after 5 business days	14	18	20	52
C. Number of installations after 10 business days	0	0	1	1
D. Number of installations after 11 business days	0	1	0	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,615.00	\$2,250.00	\$2,490.00	\$7,355.00
B. Number of customers receiving credits	54	49	51	154
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

E:Customer's request installations outside of a 5 day window;F: Internal training required; H: Additional training required.